Fannie Mae

RES-Post Payment Documentation Request Portal

Responding to an Expense Reimbursement Post Payment Documentation Request

Fannie Mae's RES-Post Payment Documentation Request Portal ("RES Portal") provides an efficient and simple way for servicers and vendors to upload supporting documentation for reimbursed expenses. This quick reference guide outlines how to access and navigate the RES portal.

Accessing the RES Portal

- All active users of the Inquiry Response Tool (IRT) can use the same username and password to log into to the RES Portal, if the user has access to the RES Portal. Refer to the Logging into the RES Portal section.
- If a user does not have access to the RES Portal, confirm if your office has a user with an active RES Vendor Primary role. A user with this role is responsible for setting up additional user accounts, as needed. If there are no active Vendor Primary user accounts for your office, please email irt_setup@fanniemae.com to request a username and password for the Vendor Primary user.

IMPORTANT: Only RES Vendor Primary users can activate or deactivate a user's RES access. If a RES Vendor Primary user does not exist, send an email to irt_setup@fanniemae.com to request the user profile access.

Additional information about how to review documentation requests in the RES Portal is outlined below.

Role Access

Users will have one of the following roles in the RES Portal:

Role Type	View Login History	Manage User	Reset User	Create User	Assign/ Re-assign Doc Request	Perform Doc Request Extension	Repository/Report Access	View/ Respond to Doc Requests
Vendor Primary	X	X	X	X	X	X	X	X
Vendor Secondary					X	X	X	X

Notifications

At the end of each week, RES Portal users will receive an email notification, indicating any required action(s). The email willinclude the loan information for **new** and **in progress** documentation requests and auto-closed counts for the prior week (see example below).

From: Decision Ready Support
Sent: Saturday, October 31, 2020 3:41 AM
To:
Subject: Fannie Mae Post Payment Documentation Request Update Notification
Importance: High

Fannie Mae

Action Required:

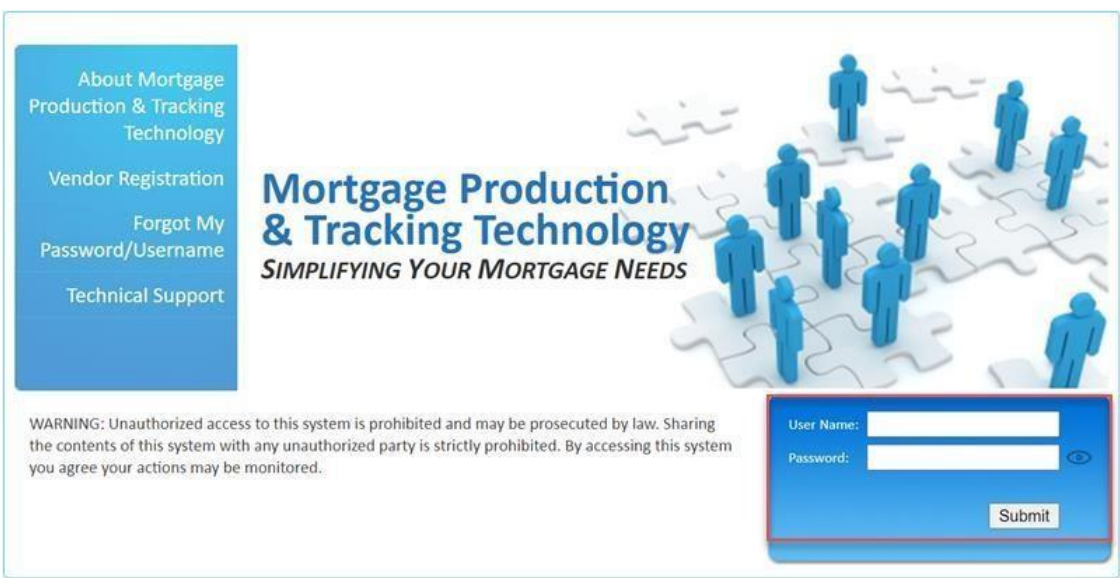
Fannie Mae is requesting documentation to support expenses already paid. Please remit documentation to the Post Payment Documentation Request Portal at https://fanniemae.decisionreadysolutions.com
within 10 business days. If sufficient documentation is not received, funds should be remitted to Fannie Mae immediately.

Checks for payment should be mailed to Fannie Mae, PO Box 277672, Atlanta, GA 30384-7672. Please include Post Payment Harm Remittance on the check with receipt code "322". You can also remit funds via CRS, using receipt code 322. If you do remit funds, please notify Fannie Mae by updating the comment field with the date the funds are sent in the Post Payment Documentation Request at https://fanniemae.decisionreadysolutions.com.

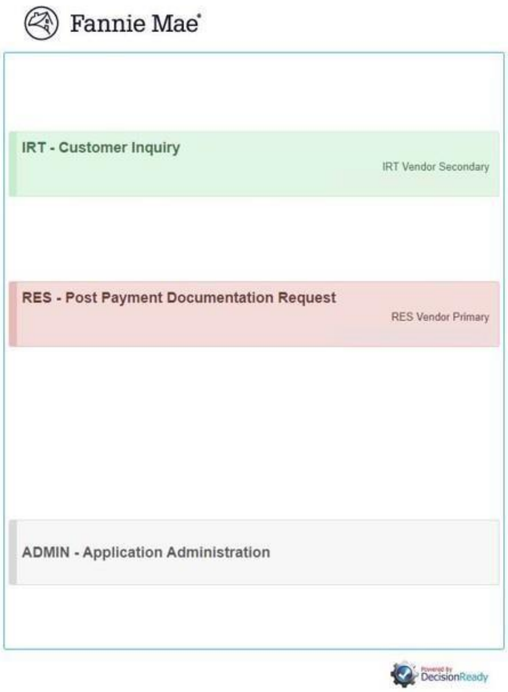
Timeline for Responding to a Documentation Request

Logging into the RES Portal

1. Click on the following link: http://fanniemae.decisionreadysolutions.com/ to access the Mortgage Production & Tracking Technology website.
2. Enter your **User Name** and **Password** and click **Submit**.



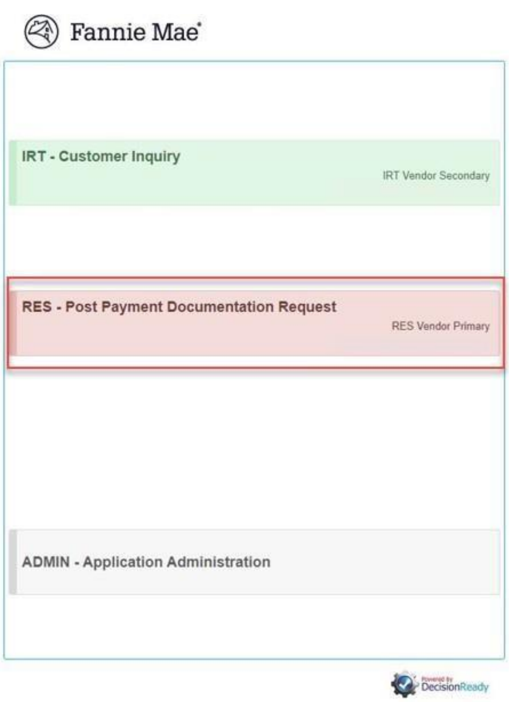
The following screen displays.



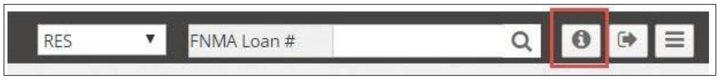
IMPORTANT:

- For users with access to multiple DRS applications, the *single login* page known as the Operations and Support Portal displays.
- Vendor Primary users can access the **ADMIN-Application Administration** to manage their users' access, as needed.

3. Click on the **RES** - **Post Payment Documentation Request** button to access the RES Portal.



Users can click on the Information icon to access PDF versions of the RES-Post Payment Documentation Request Portal Job Aidand FAQ documentation.



Reviewing a Documentation Request

The **Dashboard** screen displays **PPR Performance data** and **New** and **In Progress** post payment documentation requests. See below for additional information found on the dashboard for post payment documentation requests.

Dashboard - PPR Performance

The PPR Performance dashboard provides users with the following information:

- **Active Documentation Request Counts** – Counts are hyperlinked directly to the **New** or **In Progress** dashboard views

Post Payment Review Documentation Request Metrics

Post Payment Review Documentation Request Metrics	
Doc Request New	**Doc Request In Progress**
0	0

IMPORTANT: The **In Progress** count shown on the metrics table represents the **total count** of in progress items for the servicer/vendor, not the count that may be assigned to a specific user.

- **Potential Overpayment Metrics** - closed review decision counts for the prior week, prior month, and Year-To-Date (YTD) for the following:
  - Auto-closed in the RES application due to non-response
  - Received a **No Document Available** response by the servicer/vendor
  - Closed as **Inconclusive Documentation** based on the documentation provided by the servicer/vendor in the RES application

Potential Overpayment Metrics

Potential Overpayment Metrics			
Metric	**Prior Week**	**Prior Month**	**Year to Date**
Doc Request Auto-Closed 1	12	3	3
Doc Request Auto-Closed 2	3	0	0
No Document Available	0	0	2
Inconclusive Documentation	0	0	0

- **Post Payment Review Results Prior Month** – The previous month's closed review decision percent breakdown for the following:
  - Validated
  - Potential Overpayment
  - Overpayment

Post Payment Review Results Prior Month

Post Payment Review Results Prior Month (06/01/2023 - 06/30/2023)		
Validated	**Potential Overpayment**	**Overpayment**
98.6 %	1.4 %	0.0 %

- **Post Payment Review Results YTD** – The YTD closed review decision percent breakdown for the following:
  - Validated
  - Potential Overpayment
  - Overpayment

Post Payment Review Results YTD

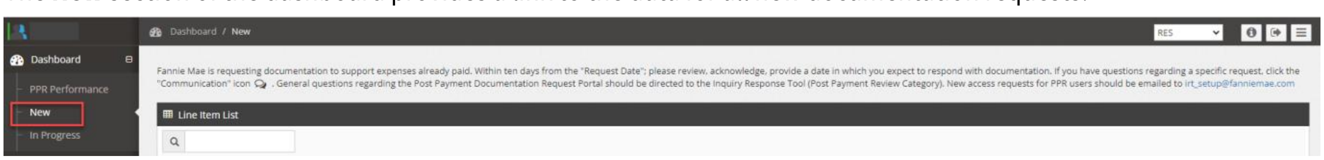
Post Payment Review Results YTD (01/01/2023 - 06/30/2023)		
Validated	**Potential Overpayment**	**Overpayment**
99.3 %	0.3 %	0.4 %

IMPORTANT:

- The **PPR Performance** dashboard is the default landing page. Users can access their active documentation requests by clicking on the **Post Payment Review Documentation Request Metrics** count hyperlinks or by clicking **New** or **In Progress** from the menu on the left-hand side of the dashboard.
- Users can access the loan level detail for their Post Payment Review Results by clicking on **PPR Results**.

Dashboard - New

The **New** section of the dashboard provides a link to the data for all new documentation requests.



- **Expense Detail:**

FNMA Loan #	Claim No	Claim Submitter Loan #	Submitter	Line Item ID	Line Item Desc	From Date	To Date	Request Amount	Approved Amount	Current Status	Assigned User	Request Date	Days Remaining	Action
					203 - Locksmith (203)	09/05/2019		20.00	20.00	Doc Request New		08/02/2022	14	

50 Entries Per Page Previous 1 Next Showing 1 to 1 of 1 entri

- **Current Status:**
  This column indicates the status of the documentation request (e.g., **Doc Request New** is a new request submitted by Fannie Mae that has not yet been acknowledged by the servicer/vendor).

  NOTE: *If the **Current Status** is black, this is a first request. If the **Current Status** is red, this is a second request.*

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	1
Doc Request New		02/23/2020	7	1
Doc Request New		02/26/2020	12	2

Showing 1 to 3 of 3 entri

- **Request Date:**
  This column indicates the date that the documentation request was sent to the servicer/vendor.

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	1
Doc Request New		02/23/2020	7	1
Doc Request New		02/26/2020	12	2

Showing 1 to 3 of 3 entri

- **Days Remaining:**
  This column indicates the number of calendar days that are remaining for the servicer/vendor to acknowledge thedocumentation request.

  NOTE: *Documentation requests must be acknowledged within 10 business days, or they will auto-close as **Supporting documentation not received**.*

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	1
Doc Request New		02/23/2020	7	1
Doc Request New		02/26/2020	12	2

Showing 1 to 3 of 3 entri

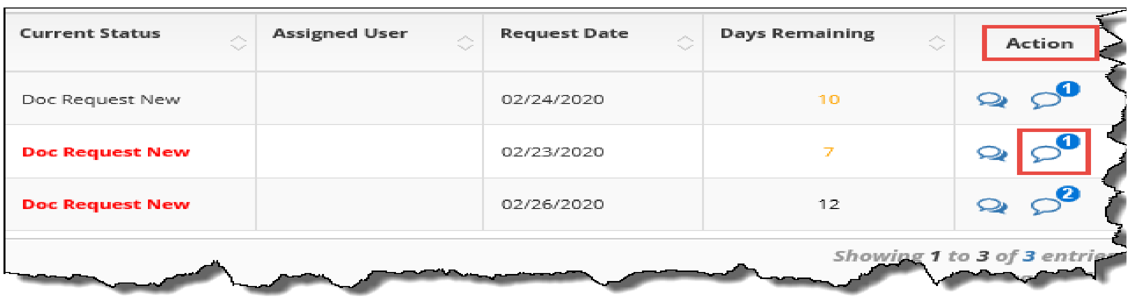
- **Action:**

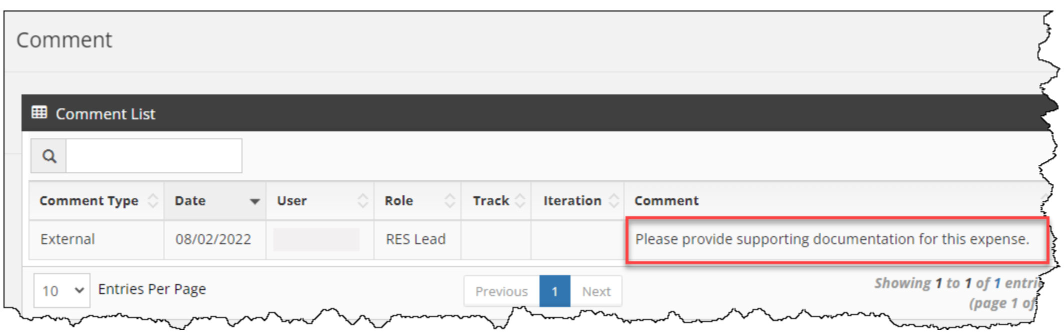
Users can click on the communication icon to submit a question to Fannie Mae regarding the documentationrequest or provide information/clarification about the expense.

Current Status	Assigned User	Request Date	Days Remaining	Action
Doc Request New		02/24/2020	10	1
Doc Request New		02/23/2020	7	1
Doc Request New		02/26/2020	12	2

Showing 1 to 3 of 3 entri

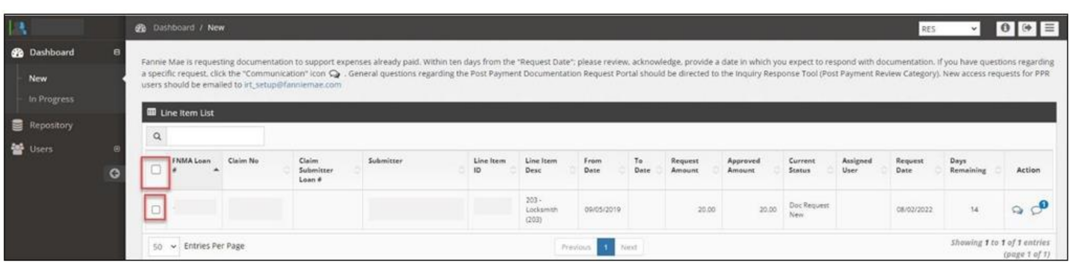
Users can click on the comment icon to review the information provided by Fannie Mae regarding thedocumentation and/or clarification request.



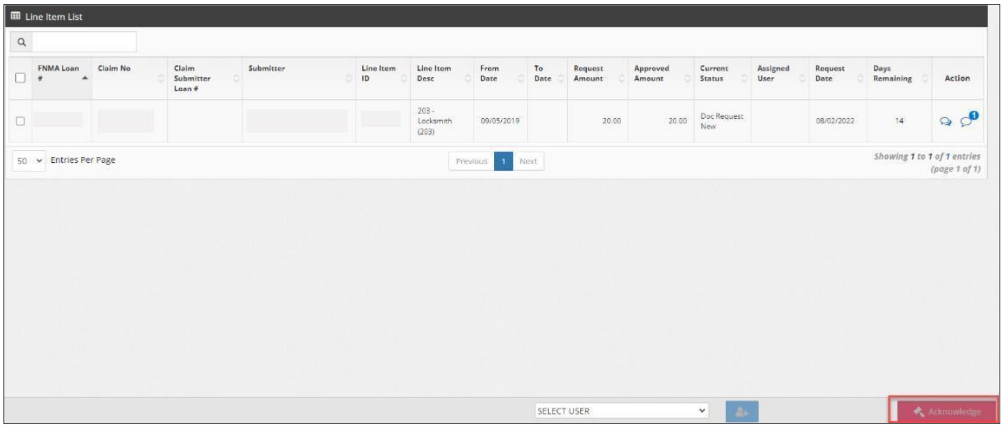


Acknowledging the Request

1. Click in the first checkbox to select all expenses or select an applicable expense(s).

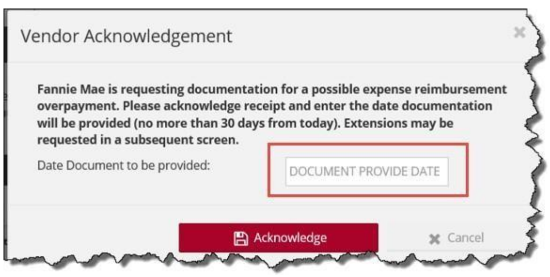


2. Click the **Acknowledge** button.



The user receives a prompt to enter a date that the document(s) will be provided.

3. Enter a date(s) that is no more than 30 days from the current date.

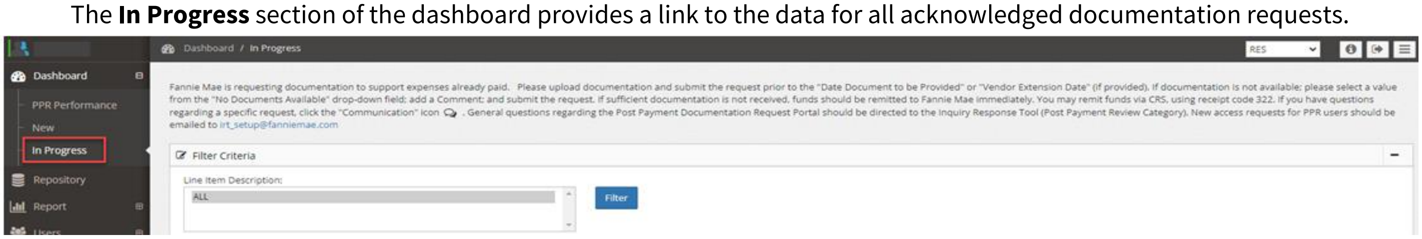


4. Click **Acknowledge**.

IMPORTANT: Users must **Acknowledge** the expense(s) in the dashboard queue before documentation can be attached.

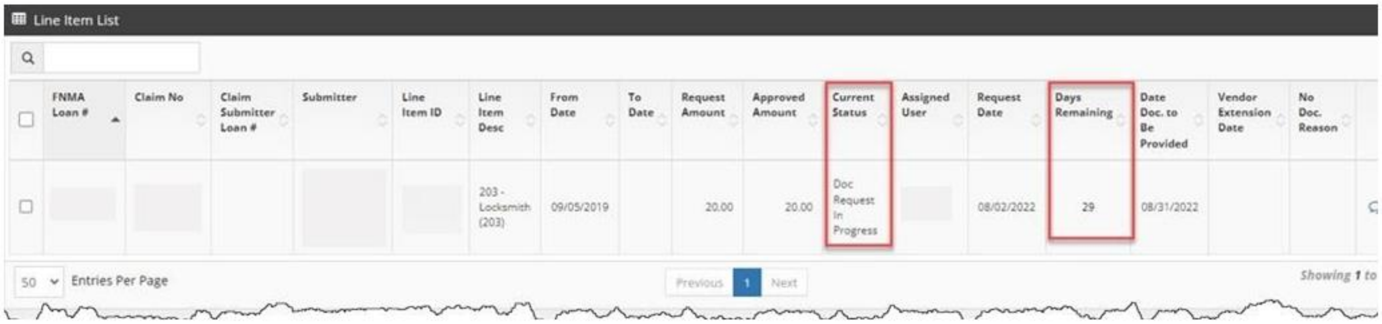
Dashboard - In Progress:

The **In Progress** section of the dashboard provides a link to the data for all acknowledged documentation requests.



IMPORTANT: If you are unable to see the **Dashboard** menu, click on the collapse menu icon to expand the menu.

NOTE: When the expense(s) is acknowledged, the **Current Status** changes from **Doc Request New** to **Doc Request in Progress** and the **Days Remaining** column updates to reflect the count of calendar days remaining to attach the documentation, based on the acknowledged date provided by the servicer/vendor.

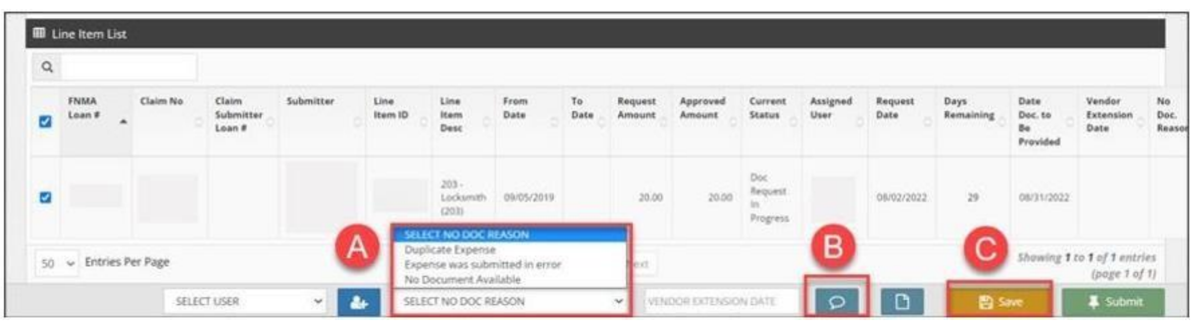


1. Click on the **Select User** drop-down menu to assign/reassign items to specific users, if applicable.

IMPORTANT: While this step is not mandatory, users have the ability to assign all of the requests or individual new requests to specific users. Vendor Primary users are also able to request doc request extensions across all open requests, asneeded. If the Vendor Primary user requests extensions across all open items, the request will stay assigned to the user who performed the initial acknowledgement.

2. Review the expense item details.

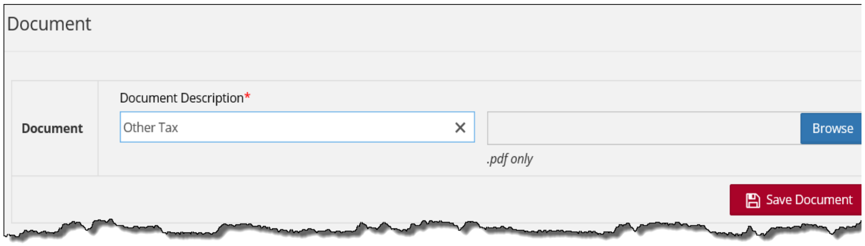
NOTE: *The user can provide a* ***No Doc Reason*** Ⓐ *(if applicable), click on the* ***Comment*** *icon* Ⓑ*, to add comments, or* ***Save*** Ⓒ *the research item to complete at a later time.*



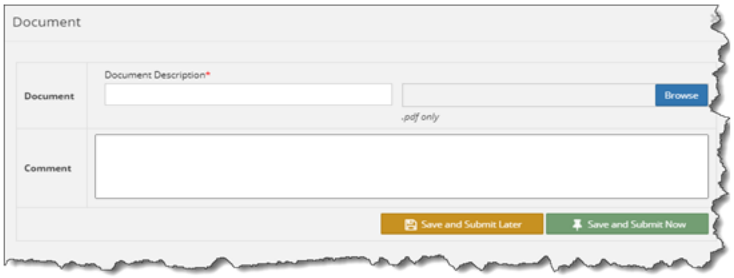
3. Click on the page icon to attach the requested documentation.

IMPORTANT: Only PDF formatted documents can be attached.

4. Enter a description for the document and then click **Browse** to navigate to and select the applicable document.



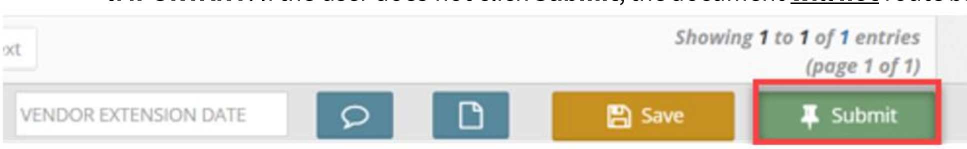
IMPORTANT: Once the document is selected, the document can be saved and submitted later or now. A comment can be added but is not required.



5. To request an extension date at the expiration of the original document upload date, enter the new Vendor Extension Date (limited to an additional 30 days) and click **Save**.

6. Click **Submit** to complete the documentation request submission.

IMPORTANT: If the user does not click **Submit**, the document **will not** route back to Fannie Mae through the workflow.



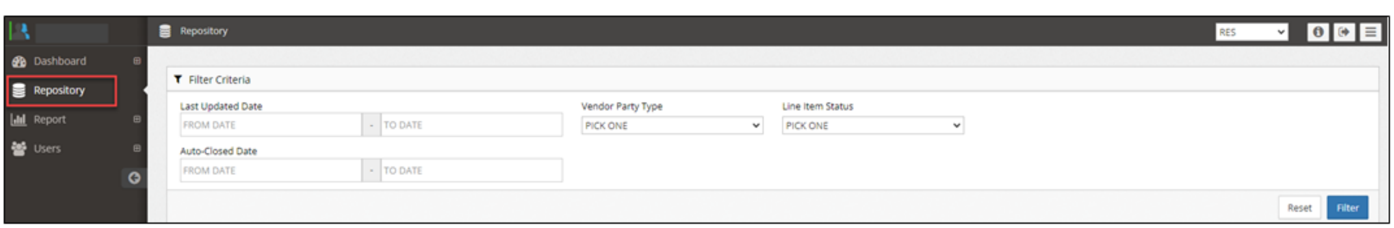
Repository

The **Repository** screen provides servicers access to documentation request detail.

Documentation Requests

Users perform the steps outlined in this section to query their post payment documentation requests and generate a report.

1. Click **Repository** located on the left-hand side of the screen.



2. Use the following criteria to filter the documentation request detail:

Last Updated Date

- Enter date parameters for documentation request activity

Vendor Party Type

- **Vendor** - Vendor name associated with the vendor/servicer number from the claim
- **Assigned Vendor** - Submitter name or sub-servicer name, as applicable

Line Item Status

- **Doc Request New** - Documentation request sent to the servicer/vendor, but not yet acknowledged
- **Doc Request In Progress** - Documentation request acknowledged by the servicer/vendor, butdocumentation has not been submitted
- **Doc Request Complete** – Documentation request has been fulfilled by the servicer/vendor, but not yet completed by Fannie Mae **OR** documentation request auto-closed in the system due to non-response by the servicer/vendor
- **Recalled – Document Request** - Documentation requests that were sent by Fannie Mae but recalled back.No action needed by the servicer/vendor.

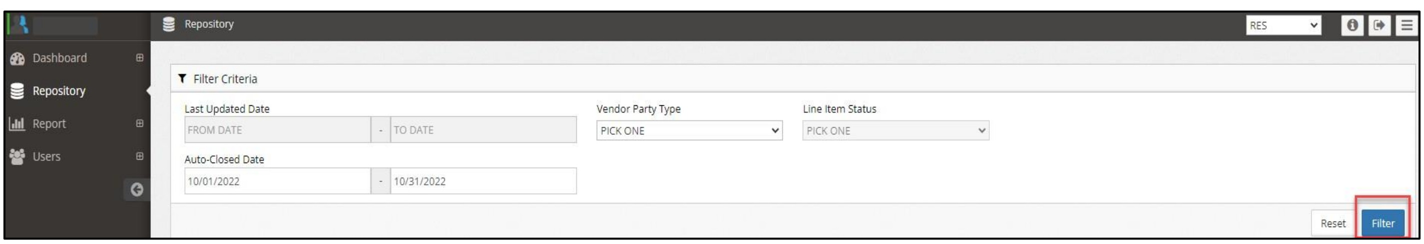
Auto-Closed Date

- Enter date parameters for auto-closed documentation request activity

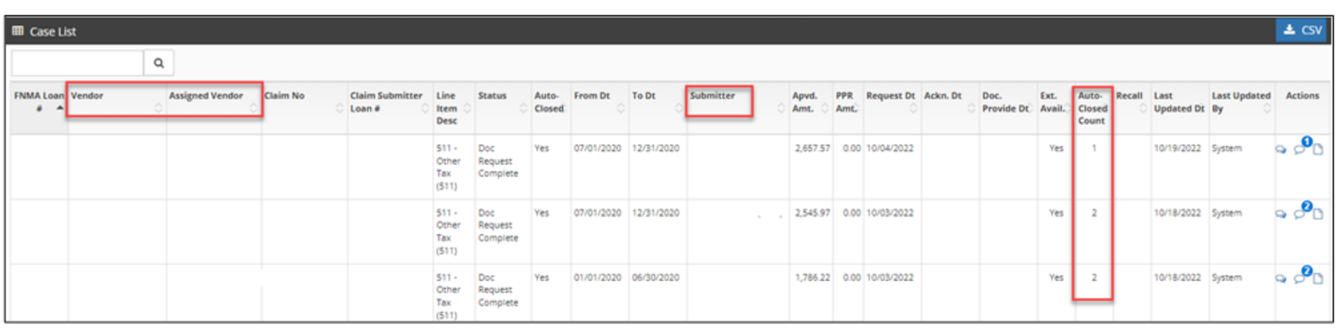
NOTE: *The system provides details related to documentation requests that were auto-closed in the system due to the expiration of:*

- *The 10-business-day time allowed to acknowledge a document request.*
- *The acknowledged date provided by the servicer/vendor.*

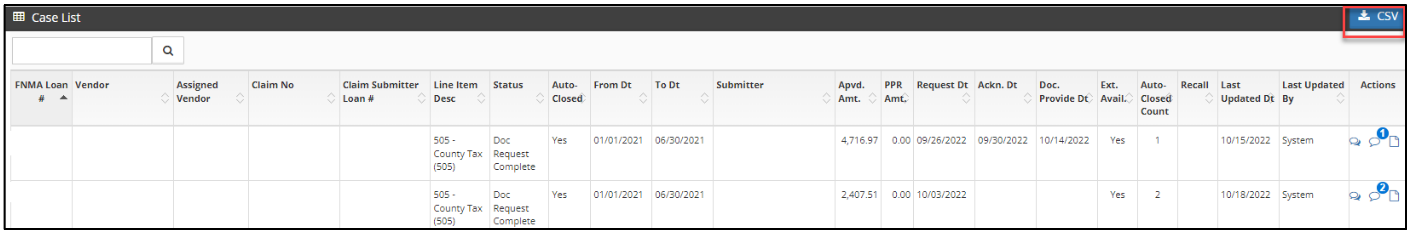
3. Once the criteria are selected, click **Filter** to display the case list.



- **Vendor** – Vendor name associated with the vendor/servicer number from the claim
- **Assigned Vendor** - Submitter name or sub-servicer name, as applicable
- **Submitter** - Submitter name from the claim
- **Auto-Closed Count** - Total count history of auto-closed doc requests for the expense, regardless of the date parameters used
  - **1**: Line item with doc request that resulted in 1 auto-close
  - **2**: Line item with doc requests that resulted in 2 auto-closes



4. Click the **CSV** link to generate a .csv file containing the filtered data.



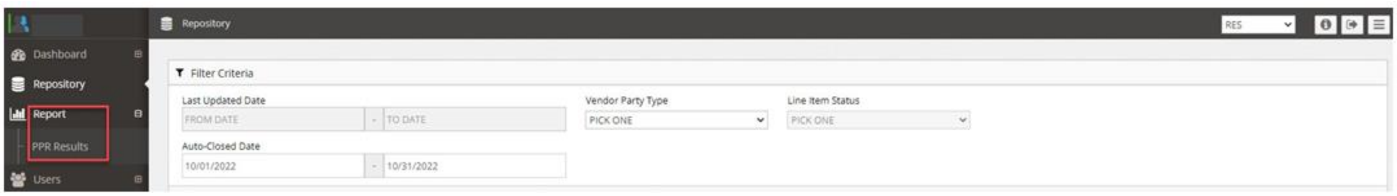
Reports

The Reports screen provides servicers access to the post payment review detail (PPR Results) for the prior month and YTDactivities.

PPR Results

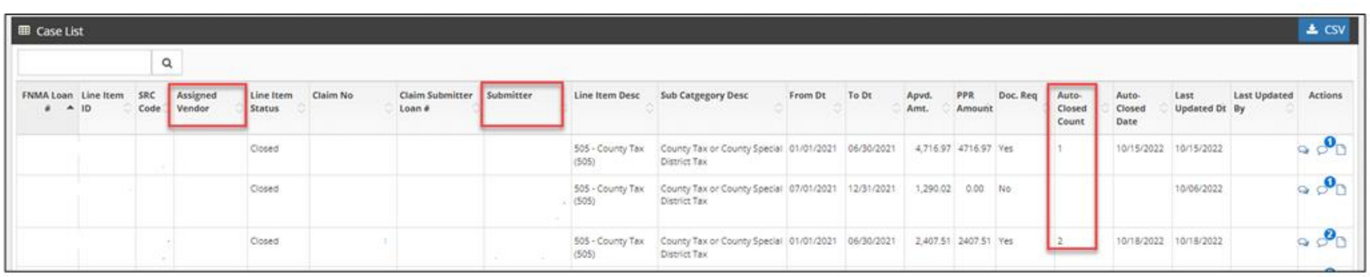
Users perform the steps outlined in this section to query their post payment review results and generate a report.

1. Click **Report** located on the left-hand side of the screen and then click **PPR Results.**

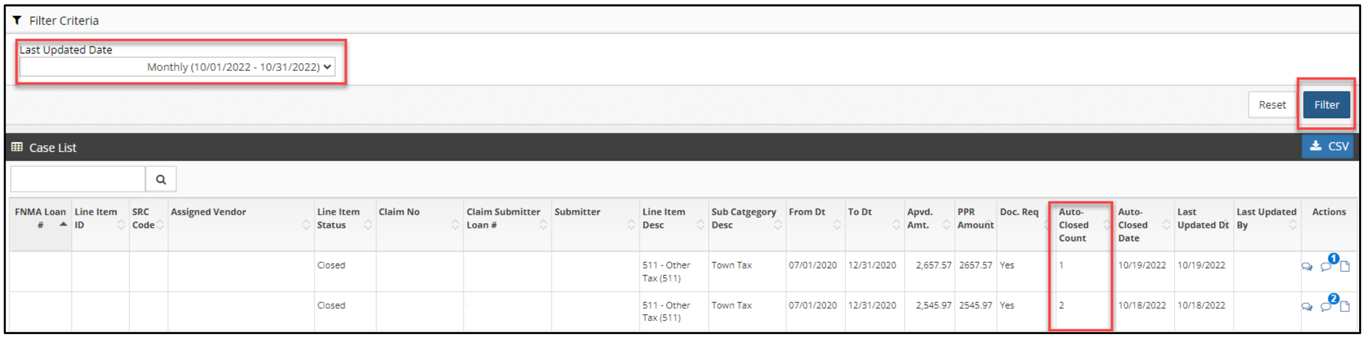


2. Use the following criteria to filter the PPR results:
   Last Updated Date
   - **Monthly** - PPR results for the prior month
   - **Year to Date (YTD)** – PPR results for the current YTD

IMPORTANT: PPR results are updated for the prior month and YTD on the 3rd business day of each month.



3. Once the criteria are selected, click **Filter** to display the applicable PPR results list.

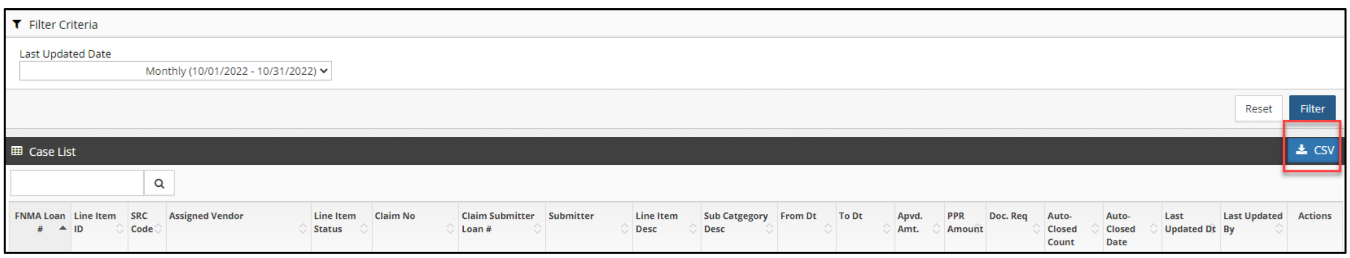


IMPORTANT: The **Auto-Closed Count** represents the total count history of auto-closed doc requests for the expense in the YTD PPR results.

Auto-Closed Counts

- **Blank:** Line item with no doc requests needed
- **0:** Line item with doc request that resulted in no auto-close
- **1:** Line item with doc request that resulted in 1 auto-close
- **2:** Line item with doc request that resulted in 2 auto-closes

4. Click the **CSV** link to generate a .csv file containing the filtered data.



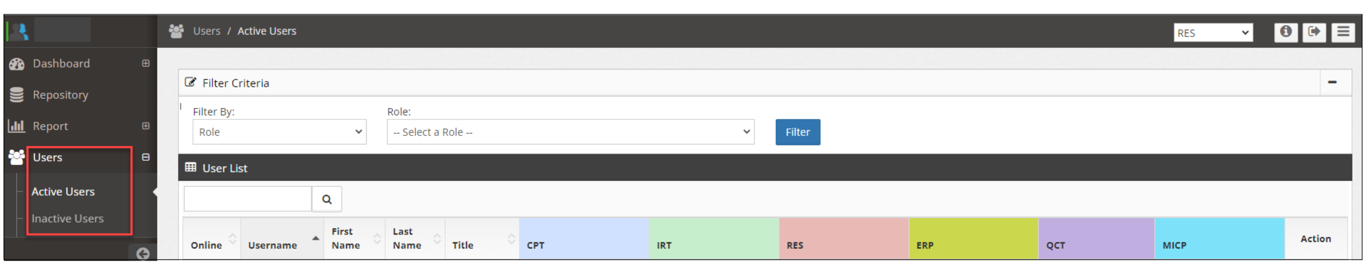
Users

The **Users** screen provides Vendor Primary users access to active and inactive user information.

Filter Criteria

Vendor Primary users perform the steps outlined in this section to query their user's information.

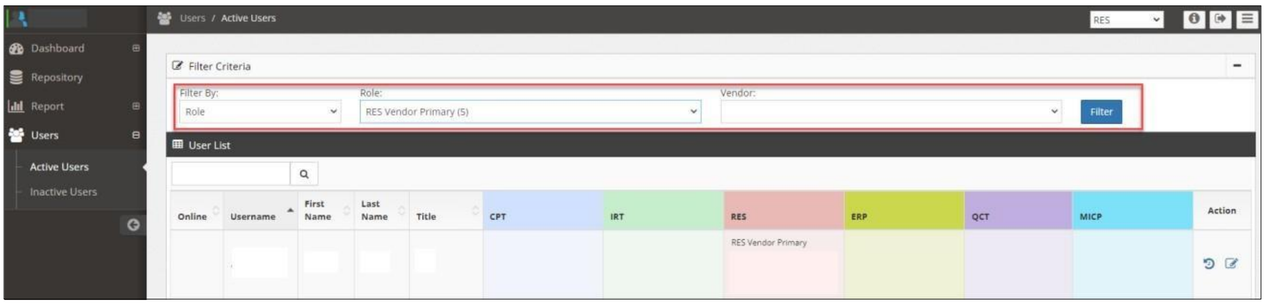
1. Click **Users** located on the left-hand side of the screen and then click **Active Users** or **Inactive Users**, as needed.



2. Use the following criteria to filter the user's information:
   Filter By:
   - **Role** – System default value

   Role:
   - **RES Vendor Primary**
   - **RES Vendor**

   SecondaryVendor:
   - **Servicer Name** – System default value
     - Field auto-populates after **Role** type is selected
3. Once the criteria are selected, click **Filter** to display the users list.



Additional Information

RES-Post Payment Documentation questions should be submitted via the Inquiry Response Tool (IRT) using the **Post Payment Review** category.

Frequently Asked Questions (FAQs)

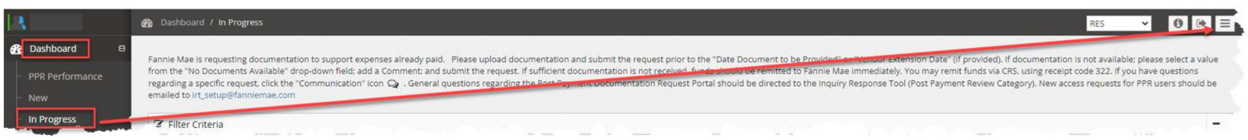
What is the timeline for my documentation requests?

Servicers/vendors have 10 business days to acknowledge the request. If the request is not acknowledged within the 10 business days, the request auto-closes in the system.

I acknowledged my doc request, but then it disappeared. Where did it go?

When expenses are acknowledged, the Current Status changes from Doc Request New to Doc Request in Progress. The requests then display in the In Progress queue, where they can be accessed and responded to.

a. Click In Progress below Dashboard on the left-hand side of the screen to display all acknowledged items.
b. If you are unable to see the Dashboard menu, click on the collapse menu icon to expand the menu.



Can I request an extension for my documentation requests?

Yes, just enter a date (limited to an additional 30 days) in the **Vendor Extension Date** field and click **Save**.

Vendor Primary users can perform doc request extensions across all open items versus individual items, if needed. If the Vendor Primary requests extensions across all open items, the request stays assigned to the user that performed the initial acknowledgement.

Is there a specific file format that is required when I respond to the documentation requests?

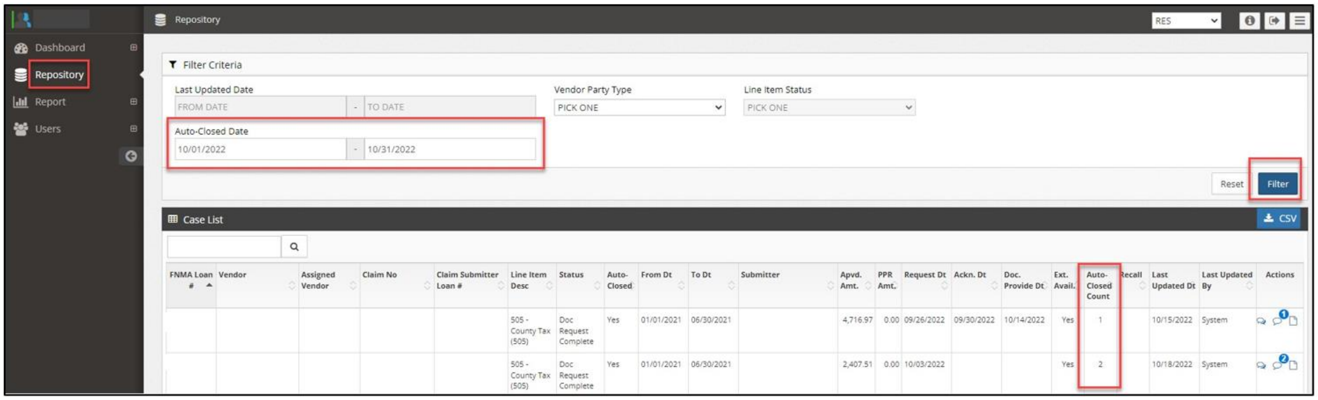
Yes, only PDF formatted documents can be attached when responding to the documentation requests.

How can I see the documentation requests that have auto-closed in the system due to non-response?

a. Click **Repository** on the left side of the screen.
b. Enter the **Auto-Closed Date** range in the fields provided.
c. Click **Filter** to display the results.

NOTE: The **Auto-Closed Count** column reflects the following:

- 1: Line item with doc request that resulted in 1 auto-close
- 2: Line item with doc requests that resulted in 2 auto-closes



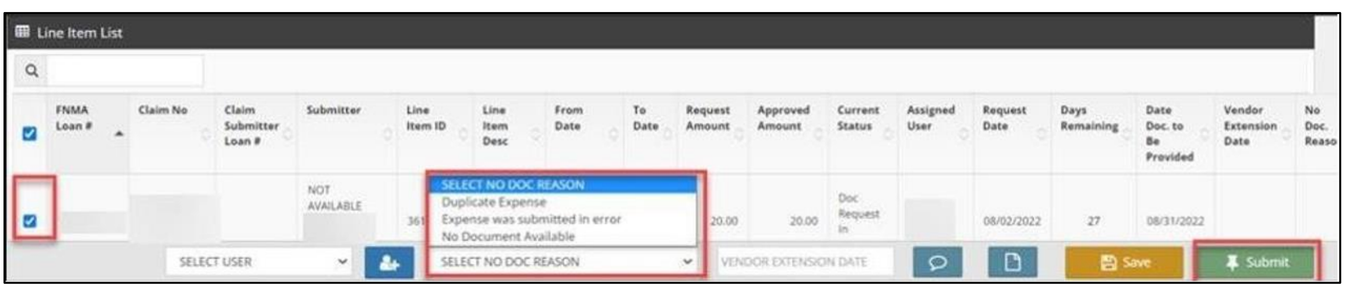
IMPORTANT: The **Auto-Closed Count** represents the total count history of auto-closed doc requests for the expense, regardless of the date parameters used.

May I reactivate an auto-closed item and still provide documentation?

No, you are not able to reactivate an auto-closed item. Each month, Fannie Mae re-opens 1st time auto-closed items from the prior month, as a one-time courtesy. Fannie Mae also shares the auto-closed volume information with the servicers, for informational purposes, and addresses any concerns, as needed.

If I don't have documentation to support the expense, how do I respond in the system?

Click the checkbox for the expense, select the applicable No Doc Reason from the drop-down menu, and click Submit. PDF uploads and free text comments are not required, however best practice is to provide clarifying comments, as needed.



Why am I receiving this documentation request? The documentation is already attached in the claim.

Fannie Mae provides comments with the documentation request that include additional request details. Occasionally, Fannie Mae is simply requesting clarification about previously provided documentation.

If the comment only indicates a general request for documentation, click on the communication icon and comment back to Fannie Mae where the documentation was previously provided. No additional action is needed. Fannie Mae will recall the documentation request and proceed with the post payment review.

As a Vendor Primary user, what additional functionality do I have in the RES application?

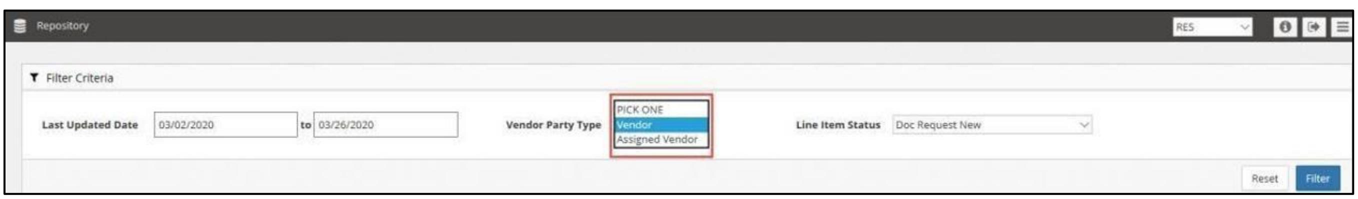
Users with the Vendor Primary role can perform the following through the **Application Administration** functionality:

- View a user's login history
- Manage existing user profiles: role access updates, email notification updates, user access updates, and user information updates
- Set up new user profiles for individuals in their office

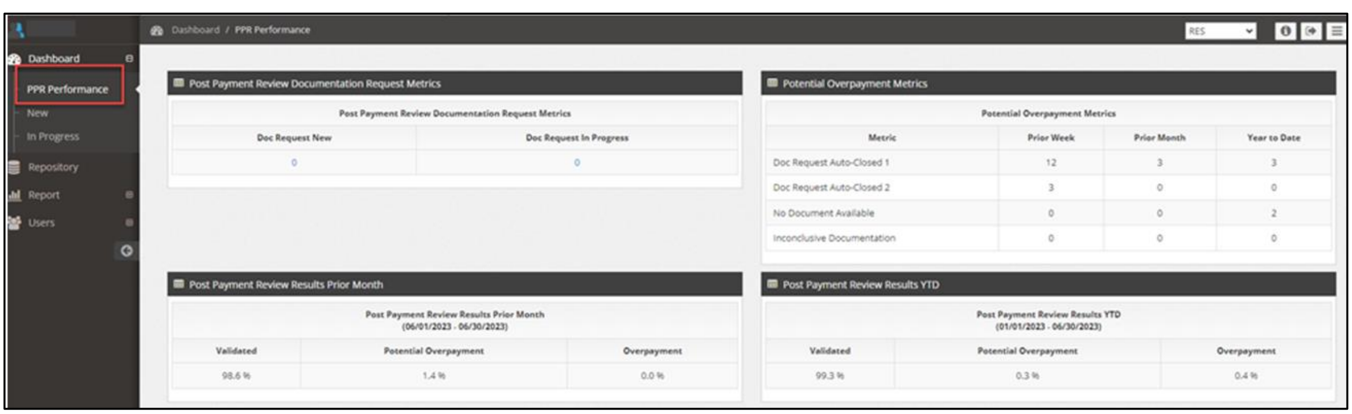
NOTE: Only RES Vendor Primary users can activate or deactivate a user's RES access. If a RES Vendor Primary user does not exist, send an email to irt_setup@fanniemae.com to request access.

When I filter the data in the Repository, what is the difference between Vendor and Assigned Vendor for the Vendor Party Type?

- **Vendor** - This field identifies the vendor's name associated with the servicer/vendor number from the claim.
- **Assigned Vendor** - This field identifies the sub-servicer name if one exists. Otherwise, the name in the field will match the vendor ID (submitting vendor).



- Active documentation request counts
- Potential Overpayment Metrics
- Post Payment Review Result percentages for prior month
- Post Payment Review Result percentages for year-to-date (YTD)



How can I find the loan detail for my post payment reviews?

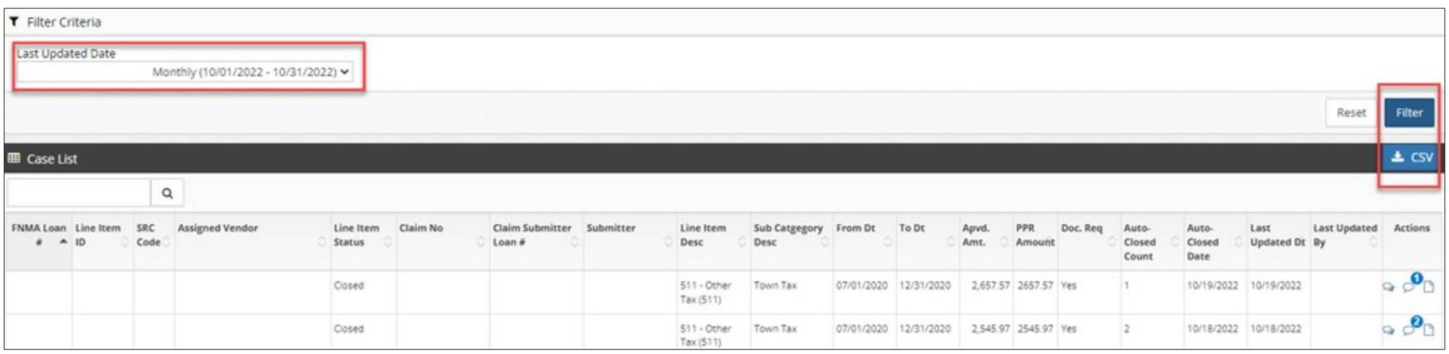
Users can access reporting that provides all post payment review results, including expense/claim detail, post payment review decisions, and comments supporting review decisions.

a. Click Report on the left side of the screen and then click PPR Results.
NOTE: PPR results are updated for the prior month and YTD on the third business day of every month.

b. Use the following criteria to filter the PPR results:
Last Updated Date
- **Monthly** - PPR results for the prior month
- **Year to Date** – PPR results for the current YTD

c. Once the criteria are selected, click **Filter** to display the applicable Case List.

d. Click the **CSV** link to generate a .csv file containing the filtered data.



IMPORTANT: The **Auto-Closed Count** represents the total count history of auto-closed doc requests for the expense in the YTD PPR results.

- Blank: Line item with no doc request needed
- **0:** Line item with doc request that resulted in no auto-close
- **1:** Line item with doc request that resulted in 1 auto-close
- **2:** Line item with doc requests that resulted in 2 auto-closes

My Property 360 claim has multiples of the same expense. How do I identify which specific expense was reviewed from the post payment review results?

Users can identify the specific line item expense by referencing the Line Item ID field from the PPR Results CSV export. This ID number is sourced from Property 360 and is viewable in Property 360 when the expense is expanded.

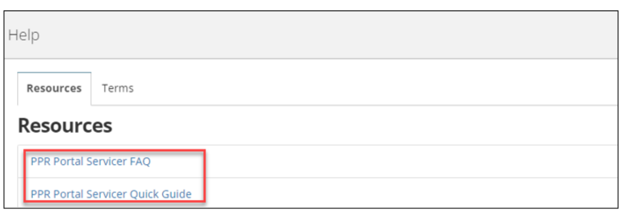
RES Case	FNMA Loan #	Line Item ID	Claim No
123456	1234567890	360129116	ABCD123

Who do I contact with questions regarding my post payment documentation requests?

Questions related to the RES-Post Payment Documentation Portal should be submitted via the Inquiry Response Tool (IRT) using the **Post Payment Review** category.

Where can I find the Post Payment Documentation Requests Job Aid and FAQ documents?

Users can click on the Information icon to access PDF versions of the RES-Post Payment Documentation Request Portal Job Aid and FAQ documents.



What action is required if the Post Payment Review identifies an overpayment?

If an overpayment is identified, review the Root Cause/Primary Observations referenced in the PPR results and address any internal process gaps that allowed the overpayment. Fannie Mae expects the servicer to address any overpayment issues in their process. A return of funds may be requested through Fannie Mae Invoicing. Servicers can proactively remit overpaid funds through the cash remittance system (CMS) using code 322.

Revision History

Revision Date	Page Number	Revision
4/2/2021	Multiple	• Updated direction for submitting post payment review questions to InquiryResponse Tool (IRT) • Updated email address used to submit username and password requests • Vendor Primary users can add RES access to an existing user's profile • Additional functionality added for users with the Vendor Secondary role • Replaced existing screenshots with updated UI screenshots • All users (versus Vendor Primary users only) can perform docrequest extensions across all open items versus individual items • Updated steps and screenshots for viewing auto-closed items • Fannie Mae will share the auto-closed information with the servicers for informational purposes and address any concerns,as needed • Vendor Primary users can add RES access to an existing user's profile • Servicers should submit questions related to documentationrequests via IRT versus the Disbursements email inbox • Instructions added for when the post payment review identifiesan overpayment
8/18/2022	Multiple	• Enhancement to provide full post payment review results reporting • Enhancement to provide auto-closed count indicator/information • Replaced existing screenshots with updated UI screenshots • Added information and screenshots to the Users section • Added FAQ regarding enhancement to provide full post paymentreview results reporting • Updated existing FAQ regarding enhancement to provide auto-closed count indicator/information • Replaced existing screenshots with updated UI screenshots • Updated language regarding Vendor Primary role • Added information regarding the 1st and 2nd time documentation auto-closed process
12/1/2022	Multiple	• Enhancement to update repository auto-closed date data • Enhancement to update PPR Results data • Updated existing FAQ regarding auto-closed doc requestreporting • Updated existing FAQ regarding post payment review resultsreporting
8/4/2023	Multiple	• Enhancement to provide PPR Performance data on the Dashboard • Added information and screenshots to the Dashboard section • Updated existing FAQ regarding enhancement to provide post payment review performance dashboard metrics (#11)